



August 28, 2024

## Truleo Evaluation Experiment: Executive Summary

### Background

Truleo software to review body-worn camera footage was used by officers in the Aurora (CO) Police Department (APD) and the Richland County (SC) Sheriff's Department (RCSD). Each agency participated in a six-month trial, with APD beginning July 1, 2023, and RCSD beginning January 1, 2024. The Truleo software is being adopted by agencies around the world and this experimental study is the first to evaluate whether it effectively shapes officer behavior.

### The Study

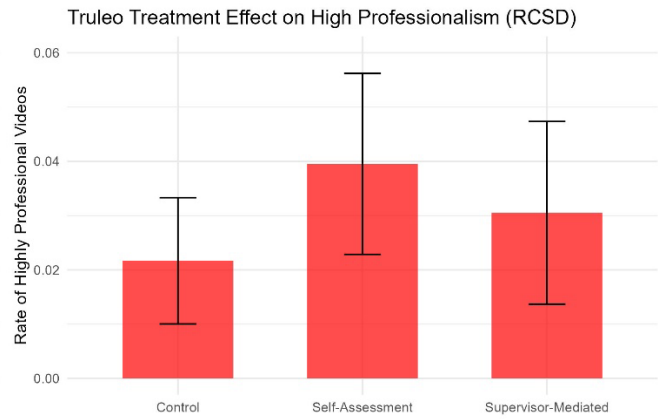
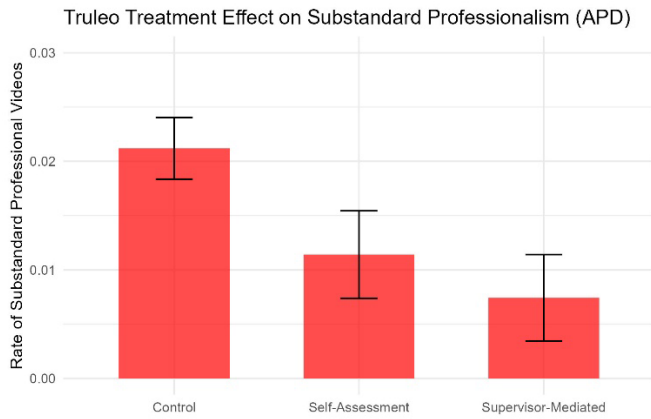
In this study, officers assigned to patrol or patrol-adjacent (i.e., K9 officers) roles were included. In APD, a total of 220 officers participated in the experiment, while in RCSD 180 deputies were included. Every officer in the study was randomized into one of three groups: a control group, a self-auditing group, and a supervisor-mediated group. Officers in the control group continued their regular duties without receiving any feedback from the Truleo system. Officers in the self-auditing group had access to a personalized Truleo dashboard, where they could review their own performance metrics at their discretion. Officers in the supervisor-mediated group did not have individual access to the Truleo dashboard but had performance data reviewed by their supervisors with feedback intended to be delivered to the officers by the supervisors.

The design of this experiment allowed the research team to assess whether AI-driven feedback mechanisms could improve officer professionalism and, if so, which method—self-auditing or supervisor-mediated feedback—was more effective. To examine this effect, “professionalism,” as it is measured by the Truleo system, was evaluated. Our logic, in brief, is that if Truleo is to influence professionalism as defined by the public, it must first encourage professionalism as defined by the system. Accordingly, our outcomes of interest are the Truleo-generated measures of high professionalism and below standard professionalism.

### Results

In APD, the Truleo system led to substantial reductions in unprofessional police behavior, with the self-assessment group experiencing approximately a 48% reduction and the supervisor-mediated group achieving about a 67% reduction in substandard professionalism, relative to their baseline rates. Overall, the combined treatment effect equates to 57% fewer unprofessional interactions. If all officers in the study had been treated, we would expect roughly 1,493 fewer potentially unprofessional interactions would have occurred across the 124,443 videos audited during the six-month study.

In RCSD, the Truleo system nearly doubled the incidence of highly professional behavior in the self-assessment group, with an 82% increase over the baseline. If all RCSD officers had been in the self-assessment group, we expect that approximately 1,173 more highly professional interactions would have occurred across the 65,172 videos audited during the six-month study.



## Conclusions

The success of this trial illustrates the potential for AI-driven solutions to address the challenges of traditional body-worn camera auditing, which is often constrained by limited resources. The complete auditing capability of Truleo ensures that every interaction captured on camera is reviewed, providing a level of oversight that was previously unattainable.

Our findings convincingly demonstrate that AI-assisted review of body-worn camera footage can raise the floor by decreasing substandard police behavior in agencies undergoing substantial changes while under a consent decree and can raise the ceiling by increasing police professionalism in agencies that are generally stable and performing well.

We are grateful to both agencies for having the courage to collaborate with philanthropic funding, academic research, and cutting-edge technology development to improve police professionalism. As your peer agencies begin to adopt this technology, you can rightly claim the distinction of being pioneers in leveraging AI-assisted technology to enhance policing practices.

With our thanks,

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